

## **Octopus Monthly Ticket – Conditions of Use**

### **< Central – Cheung Chau > < Central – Mui Wo > < Inter Islands >**

Definition: All references to “Octopus Monthly Ticket” as hereinafter appearing shall mean all Standard or Personalised Octopus cards which have been encoded with our company’s Monthly Ticket Function.

1. Octopus Monthly Tickets issued are subject to our company’s terms and conditions and Octopus Cards Limited’s Condition of Issue of Octopus. There will be no refund or replacement of Monthly Ticket if ticket holders breach any of the above mentioned Conditions.
2. The selling period of the Octopus Monthly Ticket is between the last four days of previous month and the first four days of valid month. Passenger can make the purchase of Monthly Ticket by cash at the Customer and Octopus Service Centres at the Central Pier No.5, Central Pier No.6, Cheung Chau Pier or Mui Wo Pier or via Sun Ferry Mobile App.
3. The Octopus Monthly Tickets are valid only for the month issued.
4. Octopus Monthly Tickets entitle ticket holders to make one round-trip of ordinary class of ordinary ferry for specified route(s), which must be completed on the same day. Monthly Ticket holders can choose to upgrade to deluxe class of ordinary ferry or fast ferry, by paying the fare adjustment at the rates on the departure date.
5. Octopus Monthly Ticket holders should ensure that their Octopus have sufficient value or add sufficient value into the Octopus at our Customer and Octopus Service Centre before paying the fare adjustment at designated gates to board deluxe class or fast ferries. Manual fare adjustment by cash will not be available at all ticketing offices.
6. Octopus Monthly Ticket holders are required to produce his/her ticket and/or any other documentary proof (e.g. Octopus Monthly Ticket Receipt) for validation or inspection when passing through the turnstiles, or whenever so requested by our staff. Failure to produce shall result in the passenger being liable for paying the full fare.
7. There will be no refund of the Octopus Monthly Ticket, arising from loss or misuse. Unused trip(s) of Octopus Monthly Ticket is/are non-refundable and non-replaceable under any circumstances (including but not limited to loss and circumstances beyond our company’s control such as suspension of service due to the severe weather, labour strike and accidents, etc.). All refunds under other circumstance(s) are at our company’s discretion.
8. When the Octopus malfunctions, Octopus Monthly Ticket holder(s) must bring that Octopus to our Customer and Octopus Service Centres at Central Pier No. 5, Central Pier No.6, Cheung Chau Pier and Mui Wo Pier to apply for re-encoding of the Monthly Ticket Function. If the holder returned the Octopus with our company’s Monthly Ticket Function via other transport operators, re-encoding the Monthly Ticket Function is subject to our company’s final approval. The approval process takes around seven working days and the holder must pay full fare by using another Octopus card during the period.
9. When a Personalised Octopus card or Octopus card with Automatic Add Value Service is lost, Octopus Monthly Ticket holder(s) must report loss to Octopus Cards Limited (Lost Octopus Reporting Service is only applicable to the above-mentioned two types of Octopus). The holder with the lost card proof shall contact our Customer Service representative via Customer Service Hotline at (852) 2131 8181 for the re-encoding of the Monthly Ticket Function as soon as possible.
10. No priority will be given to Octopus Monthly Ticket holders for boarding or upgrading to deluxe class or fast ferries.

### **< North Point – Hung Hom > < North Point – Kowloon City >**

Definition: All references to “Octopus Monthly Ticket” as hereinafter appearing shall mean all Personalized or Anonymous Octopus cards which have been encoded with a Monthly Ticket Function of our company.

1. Octopus Monthly Tickets issued are subject to our company’s terms and conditions and Octopus Cards Limited’s Condition of Issue of Octopus.
2. The Octopus Monthly Tickets are valid only for the month issued.
3. Octopus Monthly Ticket holders are required to go aboard at specified pier and follow instruction of company’s staff when passing through the turnstile.
4. Octopus Monthly Tickets are not transferable. No replacement will be issued if the ticket is lost.
5. Octopus Monthly Ticket holders are required to produce his/her ticket and/or any other documentary proof (e.g. Octopus Monthly Ticket Receipt) for validation or inspection when passing through the turnstiles, or whenever so requested by the company’s staff. Failure to produce shall result in the passenger being liable for the full fare.
6. There will be no refund of the Octopus Monthly Ticket, arising from loss or misuse.
7. When the Octopus malfunctions, Octopus Monthly Ticket holder(s) must present the Octopus and apply for a Temporary Monthly Ticket at our Customer and Octopus Service Centres at North Point Pier with Octopus Monthly Ticket receipt. The Temporary Monthly Ticket should be returned to our company on or before 3rd of the following month, otherwise administration charges will be imposed.
8. No priority will be given to Octopus Monthly Ticket holders for boarding.
9. Our company reserves the right to change the aforesaid terms and conditions (including but not limited to terms and conditions) without prior notice. Please check for updates at North Point Pier. In the event of dispute, decisions of our company shall be final.